

The background of the slide is a collage. On the left, there's a vertical strip showing a person at a computer in a library setting, overlaid with a semi-transparent orange rectangle. To the right of this is a large image of a modern, multi-story building with a prominent orange facade and cantilevered upper floors, set against a blue sky with light clouds. The bottom of the slide features a solid orange horizontal bar.

**SYRACUSE UNIVERSITY
LIBRARIES**

Reformatting Library Services

MELINDA DERMODY

STEPHANIE HELSHER

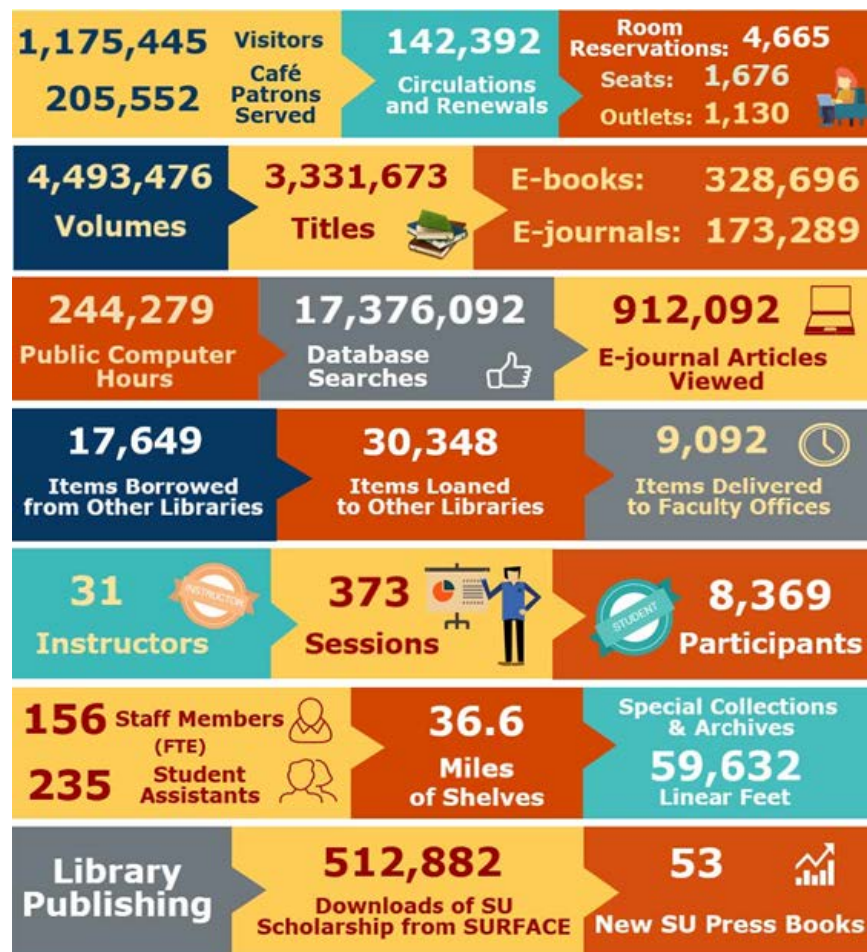
RONALD FIGUEROA

ACCESS SERVICES CONFERENCE
NOVEMBER 16TH 2017

SYRACUSE UNIVERSITY

- Private research university in Upstate New York
- 20,000 students and 200 majors
- University's commitment to an inclusive learning community and student-focused environment
- » Disability related units:
 - Office of Disability Services
 - Disability Studies Program
 - Disability Cultural Center
 - Burton Blatt Institute
 - Disability Law and Policy Program

SYRACUSE UNIVERSITY LIBRARIES



Access & Resource Sharing

- Includes Circulation, ILL, Delivery, Reserves, high-density storage facility, Preservation and service desks
- Reformatting is in same unit as ILL, Delivery and Reserves
- Interlibrary Loan is a top ten lender
- Scanning is done for ILL, Delivery and now reformatting



WHAT'S PUSHING THE CHANGE

WHAT'S PUSHING THE CHANGE

- The library is part of a larger campus effort to get Syracuse University beyond compliance
- Chancellor, Provost and University have new commitment to ADA issues, laws and obligations, and inclusion
- Well-known Disability Studies Program and Burton Blatt Institute
- Beginnings of some financial commitment to staffing, including within IT and the Library
- More self-advocacy from those with disabilities
- Larger national disability rights movements



SYRACUSE UNIVERSITY
LIBRARIES

Providing Services for Patrons with Disabilities

**Everything begins with one patron and
one request...**



Planning & Implementation

Aspects of Project

- **Establish a Criteria**
- **Copyright**
- **Information on Request page**
- **Users (Faculty vs Students)**
- **Request workflow**
- **Request Options**
 - Request Type (Book, article, etc.)
 - File Type (PDF, ePub, Word, etc.)
- **Staff**
 - Training
 - Impact on Services

Criteria

- **Alternate format only for library materials**
 - (books & articles) only.
- **Library Materials Only.**
- **Accessible PDF.**
- **Services for faculty, staff and students.**
- **Requests submitted through ILLiad.**
- **2 ILL FT – trained in Adobe Acrobat Pro.**
- **ILL Scanner.**

ACCESSIBILITY, THE CHAFEE AMENDMENT, AND FAIR USE

The Fifth Principle in the Code of Best Practices in Fair Use for Academic and Research libraries is entitled Reproducing material for use by disabled students, faculty, staff, and other appropriate users. It describes in some detail the circumstances in which making and providing copies of collection materials in formats that are accessible to persons with disabilities constitutes fair use, as well as certain limitations to which that general principle is subject.

http://www.arl.org/focus-areas/copyright-ip/fair-use/code-of-best-practices/2445-briefing-accessibility-the-chafee-amendment-and-fair-use#.Wgz_xUqnG00

COPYRIGHT

- **17 U.S. Code § 121 - Limitations on exclusive rights: Reproduction for blind or other people with disabilities**

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 - (B) bear a notice that any further reproduction or distribution in a format other than a specialized format is an infringement; and
 - (C) include a copyright notice identifying the copyright owner and the date of the original publication.

<https://www.law.cornell.edu/uscode/text/17/121>

REQUEST PAGE

Syracuse University Libraries

Alternate Format Request Form


Student Agreement

Student Agreement for Requesting and Using Alternate Format Text

1. Students and faculty/staff requesting library materials in alternate format must be registered with the Office of Disability Services (ODS) or Equal Opportunity, Inclusion, and Resolution Services (EOIRS) and authorized to receive Alternate Format.
2. SU Libraries will provide alternate format library materials for currently enrolled students for course-related and academic research purposes.
3. SU Libraries will provide alternate format only for items owned or licensed by the Libraries or obtained through InterLibrary Loan.
4. SU Libraries recommends providing as much advanced notice as possible when requesting alternate format of standard printed materials. The Libraries will provide materials in a timely and reasonable manner (typically, 5 business days Libraries-owned items, and 10 business days for items obtained via Interlibrary Loan).
5. SU Libraries will make every effort to provide a student with their preferred format of printed text. However, the Libraries reserves the right to deliver optional types of alternate format to students as necessary to provide access.
6. Students agree not to copy, reproduce, or share alternatively formatted instructional materials. Any violation may be considered a violation of the University's Student Code of Conduct and may result in disciplinary action.

I have read, understand, and agree to the above outlined agreement.
(Required) * 

☐ I Agree

SU I.D. (Required) * 

Last Name (Required) *

First Name (Required) *

Status (Required) * 

- ☐ Undergraduate
☐ Graduate
☐ Faculty
☐ Staff

SU Email (Required) *

Phone ###-###-#### format (Required) * 

If the Submit button is not available or active, check that all Required fields have been completed.

 Submit

REQUEST PAGE

- **ILLiad:**

- New section added to all “New Request” pages in ILLiad.

Alternate Format Type:

Patrons requesting library materials in alternate format must be registered and authorized to receive this service by the Office of Disability Services.

Please click here: [if you are not registered](#)

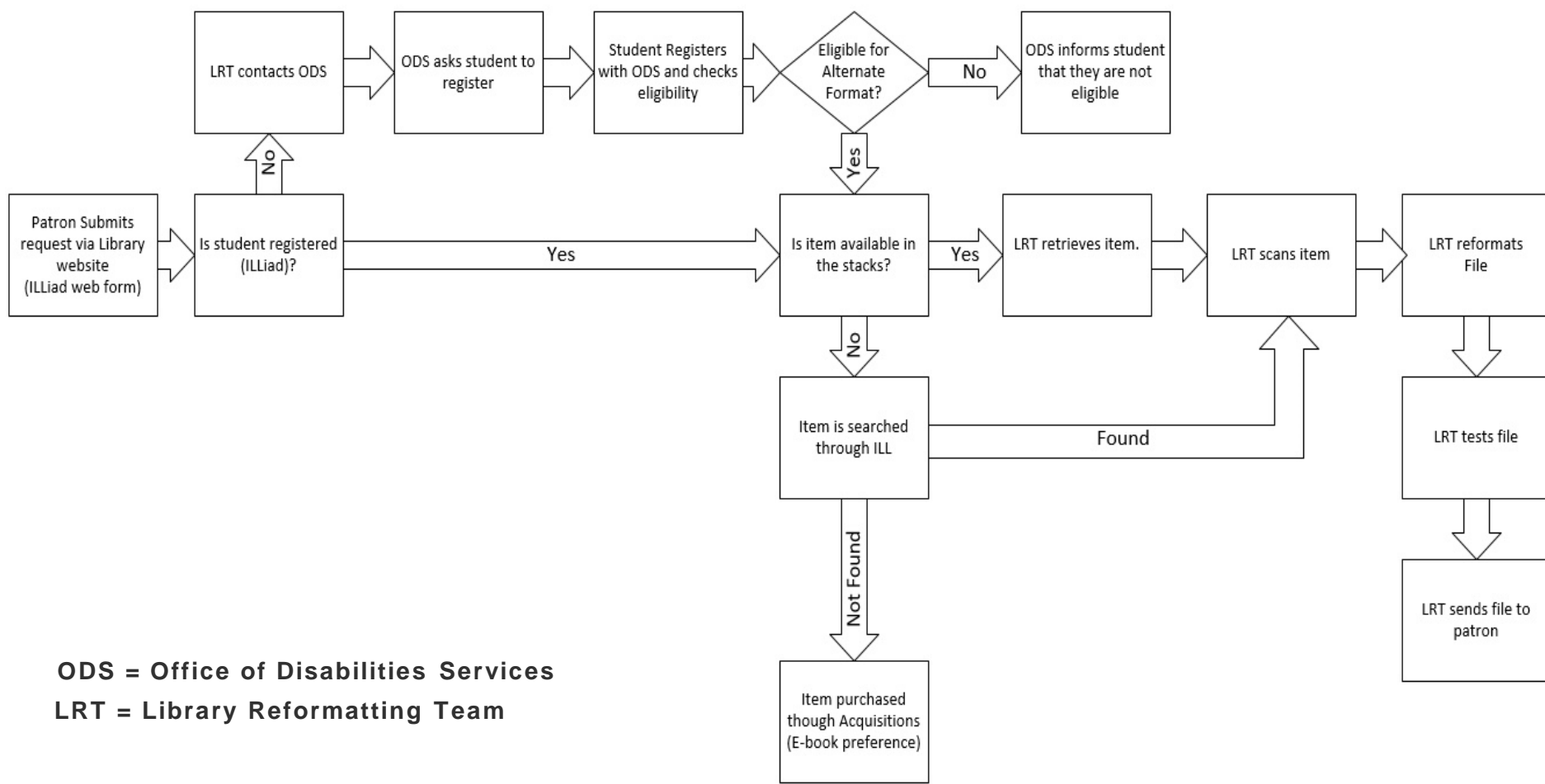
▼

Scan Book Only

Standard Text Recognition

Full Edit

PLANNING & IMPLEMENTATION



Request Flow

- Patrons submit requests through ILLiad.
- Request is verified for service.
- IDS Logic Rule
 - Borrowing Availability checks if item is available in the OPAC and routes request to the Doc. Del Module.
- Check Hathi Trust.
- Item is pulled from stacks.
- Item is scanned to create a PDF.
- PDF is edited

Editing

- **Editing PDF**
 - **Recognize Text.**
 - **Correct Page Numbers.**
 - **Insert Bookmarks:**
 - **Chapter headings.**
 - **Other headings.**
 - **Insert Reading Tags.**
 - **Touch up—reading order.**

Editing could take more than 3 hours

What about E-Books?



Lessons Learned

LESSONS LEARNED

- 5 patrons.
- 90 PDFs requests—books and articles.
- 5 ePub requests—books.
- 4 Word docs — 3 books, 1 article.
- 25 books for reserves.

LESSONS LEARNED

Scanning

- File sizes—particularly color items. Recognizing the text for large, color files can take a long time, and often crashes before finishing.
- Prevent any skewing, blurring.
- Knowing color preferences of the patron—some prefer B&W scans to alter contrast colors in Adobe.
- Scan clean text.
- Editing could take more than 3 hours.
- The entire process for a 500-page long book could take up to 20 hours a week.

Adobe

- OCR recognition of different fonts.
- Editing words can sometimes warp the image/ need to adjust the size and margins for the entire page to prevent text spilling off the page onto another page.
- Editing elements that aren't recognized at all.

LESSONS LEARNED

ePub

- We tried!
- Extensive HTML editing for ePub documents.
- Vendor (Blue Leaf) PDFs do not offer read-aloud function within Adobe, but we can purchase a separate mp3.

LESSONS LEARNED

Word

- Keeping elements contained on the page that are on in the original.
- Cleaning up Word's impression of figures and images.
- Re-creating tables and graphs.

LESSONS LEARNED

E-book

- Is the e-book accessible?
- Does the vendor require you to download a specific piece of software? Is the patron willing/able to use that software?
- Is the format preferred by the reader?

LESSONS LEARNED

In General

- Timing
- Alternate text for figures, graphs, other visual elements
- Every patron has different preferences and tools



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LIBRARIES

Current Service

CURRENT SERVICE

- **Services offered to faculty staff and students.**
- **Library related materials.**
- **Books and articles only.**
- **Added 2 graduate students (course reserves).**
- **Acquired one more scanner.**
- **Added reformat services for Course Reserves materials.**
- **Hired an Accessibility & Inclusion Librarian.**
- **Outsourcing (depending on item length and file type).**

FILE TYPES

- Accessible PDF
(Original)



- ePub



- Word



BlueLeaf

<http://www.blueleaf-book-scanning.com/>

- ePub
- Word

AMAC Accessibility Solutions and Research Center

- <http://www.blueleaf-book-scanning.com/>
 - PDF (item scanned at library)



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LIBRARIES

What's Next?

NEXT STEPS

- **Improve workflow and communication**
 - Service is growing
- **Abbyy FineReader 14?**
 - FineReader is an all-in-one OCR and PDF software application for increasing business productivity when working with documents. It provides powerful, yet easy-to-use tools to access and modify information locked in paper-based documents and PDFs.
 - Converts PDFs and scans.
 - Automates conversion.
 - Edits and comments PDFs.
- **ATLAS Concierge**
 - Improve webpages
 - Improve Ares – Course Reserves Management System



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LIBRARIES

Conclusion

CONCLUSION

- **This is an amazing service!**
- **There's a lot to take in consideration, scanning, editing, file types, readers, resources, budget, etc., etc.**
- **It is more difficult for a patron with disabilities to fulfill all academic needs.**
- **One feels good when the job is well done and the patron is happy.**
- **There's a lot more that needs to be done in terms of alternate text.**
- **After all...**

One of the main missions of the library, as an institution, is to provide access...share knowledge to the patrons it serves. Remember...

it is not about the library. It is about the patron.

Questions?

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